

# **DRAFT**

**Commonwealth of Virginia**

**PRIVATE SECURITY SERVICES ADVISORY BOARD**

June 12, 2012

**Quarterly Board Meeting Minutes**

**CENTREVILLE REGIONAL LIBRARY**

14200 Saint Germain Drive

Centreville, VA 20121

**Call to Order**

Chairman Paul Ellis called the meeting to order and on behalf of Private Security Services Advisory Board (PSSAB) welcomed everyone to the meeting.

**Roll Call**

Chairman Ellis asked Brenda Cardoza to call roll. Ms. Cardoza proceeded with roll call and advised there was a quorum.

**Board Attendees**

Paul Ellis, Chairman; Frank Phillips, Vice-Chairman; Mary Kay Wakefield, Secretary; Nicole Bocra; Chief Craig Branch; Charles Ciccotti; Gary Ford; John Hall; Kevin Hodges; Stokes McCune; Seth Oginsz; Daniel Schmitt; James D (Danny) Washburn, Jr.

**Absent**

Thomas H. Turner (member submitted notification that he would not be in attendance prior to the meeting).

**Approval of Agenda**

Chairman Ellis called for a motion to amend the agenda by moving the committee reports under Old Business. A motion to amend and approve the agenda was made by Kevin Hodges. Nicole Bocra seconded and the motion carried.

**Approval of Minutes**

Chairman Ellis called for a motion to approve the minutes from the March 13, 2012 Board meeting. A request to make an amendment to the March 13, 2012 minutes was entered. IFPLA was amended to ISPLA and PIVA was amended to PIAVA. A motion to approve the minutes was made by Charles Ciccotti. Chief Craig Branch seconded and the motion carried.

**Committee Reports**

Chairman Ellis stated that the Board would talk about what the committees have been working on under Old Business. He advised that the Regulatory and Training Committees have been working on personal protection specialist, locksmith and electronic security issues. Chairman Ellis stated that they would be taking a closer look at Special Conservators of the Peace as well. Chairman Ellis commented that the Committee would also be focusing on discussion concerning online training, online learning objectives and quality standards.

Chairman Ellis brought to the Board's attention that in regard to training requirements, there needs to be an in-depth look at what specific training, learning objectives and standards are required or valuable to the industry. Chairman Ellis stated that the committees would be looking at regulatory changes, including the possibility of perhaps breaking the regulations into sections by industry and categories to make it reader friendly. Breaking it up to applicable regulations for training schools and how they conduct business. Additionally, the committee will discuss the option for businesses to conduct training for employees and making it easier for the businesses without sacrificing the safety of the public that we worked so hard at making Virginia a leader in. Chairman Ellis finished by stating that the rest of the committee reporting would be handled with in-depth discussions during old business.

## **DCJS Report**

Chief Deputy Drew Molloy addressed the board.

Chief Deputy Molloy provided an update on the proposed Regulations Relating to Private Security Services' package. He advised that he, along with Director Wheeler and Division Director Baker, met with Jeff Palmore, Policy Advisor to the Governor on June 4, 2012. They were assured that the regulations were being addressed and that DCJS would continue to follow up with the Governor's office.

On May 29, 2012, Director Wheeler, along with his staff, met with the Board Officers, Chairman Paul Ellis, Vice-Chairman Frank Phillips and Secretary Mary Kay Wakefield to discuss concerns of the industry and to further develop the relationship between DCJS and the PSSAB. It was a productive meeting providing DCJS with ideas on what needs to be addressed to improve the working relationship with the industry. DCJS also met with representatives from the Property and Surety Bail Bondsmen industry to explore ways of effectively working together. DCJS' goal is to meet with all constituent groups represented by DCJS.

Deputy Director Molloy, further informed the Board that Director Wheeler has begun conducting strategic planning meetings with constituents and DCJS staff to develop (3) three to (5) five year goals and objectives for the Department. The first goal is to improve the business model and practices in the Division of Regulatory Affairs. DCJS has a number of objectives to focus on:

1. Continue modifications of ROCS to ensure customer satisfaction;
2. Decrease the manual processing being conducted by staff;
3. Increase online usage;
4. Decrease the amount of incoming telephone calls from constituents-so that when there is a necessity to contact the Department individuals can be assisted-looking at ways to improve this process;
5. Develop a business process that will ensure timely processing of applications;
6. Decrease the amount of time for closing investigations.

In consideration of these objectives, the Director has established two internal workgroups: 1. to review the regulatory fee structure 2. to review the volume of telephone calls and customer service. Both groups will be making further recommendations to the Director for improvements in these areas.

DCJS will be hiring a Compliance and Enforcement Manager, which should improve the investigation process. This individual's main focus will be on all compliance and enforcement activities. DCJS will increase the hours of the part-time investigators to increase the investigative time in the field. The long-term goal is to change some of the part-time investigator positions into full-time positions as the personnel budget allows it.

DCJS is looking to develop a process to measure online usage to determine where to focus improvements and enhancements. The web usage that is being measured should provide the

Department with information regarding how the website is being utilized: i.e. ROCS (applications, renewals and certification) or the volume of usage for informational purposes. This will provide the Department with better ideas of where to concentrate its efforts.

Lisa McGee, Regulatory Manager presented the Department's report:

Ms. McGee reiterated Chief Deputy Molloy's remarks in regard to the internal committees to discuss customer service and the telephone system. Ms. McGee advised the Board that currently DCJS receives over 200 calls a day. The Department has three Customer Service Representatives who are tracking the types of calls received to establish the larger areas of customer service needs. The Department understands that the two areas of concern by the industry and stakeholders involve customer services and enforcement activity. DCJS wants to take a systematic approach to address these concerns.

Ms. McGee reported that Systems Automation, is providing a new build to the database that should be implemented at the end of June; this build should fix some of the manual processes being handled internally. As the Department moves forward with the utilization and enhancement of the online credentialing system, DCJS wishes to establish technology user groups to discuss the database and what is needed to ensure smooth credentialing and continuity of operating businesses and schools. The goal of the Department is to make the administration and credentialing processes seamless for both DCJS staff and the constituents.

Ms. McGee further addressed the Board, advising that DCJS aims to be a resource agency by being proactively visible and available to the industry. Part of this visibility is with the on-site visits with newly certified training schools and the future implementation of visits with newly licensed businesses. These on-site visits will allow staff to work directly with business owners to address processes and assist businesses with ensuring compliance for the company and employees.

Ms. McGee announced the recent separation of Kim (Buckner) Simon, the Division's Training Coordinator from the Agency. DCJS is in the process of hiring a new Training Coordinator to fill the vacant position. The application screening has been completed and the Department plans on conducting interviews in the near future. During this time, Ms. McGee advised that she along with the Division Director, Mr. Baker and the field investigators have been conducting the compliance agent training. The Division is taking the compliance agent in-service back to basics and using the time as an opportunity to share resources and information.

Ms. McGee then provided information on another DCJS goal of enhancing on-line credentialing. She reported that the online usage has increased from 25% to 34% but the Department still had some technical issues to address with the database.

Ms. McGee further mentioned that DCJS needs to get feedback from the external users as to what's working and what is not. Recent feedback, especially from the compliance agents, has enabled the Department to focus on improvements. There have been improvements made such as enabling the 99# to be obtained from the website as well as other useful online tools.

DCJS will continue to move forward, request system builds/enhancements and look at business practices to include fee structures. Ms. McGee advised the Board that everything was on the table for discussion: the regulations; how enforcement is handled; credentialing; customer satisfaction; etc. and that DCJS is open to all suggestions. DCJS wants to be a resource focusing

on enforcement, a resource to work with other State Agencies throughout the nation regarding important issues to the industry such as the locksmith scams; electronic security with summer sales and personal protection specialists coming into Virginia for 3 days and moving through.

In order to enhance communication and per the request of the PSSAB, DCJS will again distribute a quarterly bulletin. A draft of the first issue has been provided to the PSSAB members to view and for discussion. The bulletin will be posted on the DCJS website upon receipt of Board members' input and all DCJS registrants with valid email addresses in the DCJS database system will be noticed via email. The bulletin will contain quarterly enforcement information 1. how many closed cases 2. cease and desist information 3. statistical information.

### **Board Comments/ Discussion from the Board**

#### Chairman Paul Ellis

Chairman Ellis thanked the attendees for being present at the meeting. He also thanked DCJS for getting the mass email system up and operating. He said that he would like to see more of the PSSAB meetings held in Northern Virginia as well as in conjunction with association meetings and security conferences; this would enable people who were already in attendance at these meetings or conference to attend the PSSAB meeting without having to take additional time in their schedules. Chairman Ellis advised the Board and the attendees to continue to watch for emails on committee/work group/minutes updates.

Chairman Ellis announced that due to an increase in business and travel demands Joseph Maslanka, the Private Security Services Business Representative had to tender his resignation from the PSSAB. Chairman Ellis read Mr. Maslanka's resignation letter.

Chairman Ellis thanked and presented a plaque to the two exiting Board members for their time, contribution, dedication and representation of their industries:

- Nicole Bocra – Private Investigator Representative
- John Hall – Private Security Services Business Representative and Training Committee Chairperson.

#### Leon Baker

Mr. Baker announced that there will be another joint Law Enforcement and Private Security conference, September 19 – 21, 2012 at the Sheraton Norfolk Waterside and details would be announced at a later date.

#### Frank Phillips

Mr. Phillips thanked everyone for attending. He said that the PSSAB has been striving to get the industries and professions involved. Mr. Phillips thanked Chairman Ellis for making it happen, for his enthusiasm, motivation and direct communication to the professions, DCJS and (CJSB) Criminal Justice Services Board. He continued to declare that Chairman Ellis' leadership was an example of where the Board is heading for the Private Security industry with the assistance of everyone involved. He thanked Chairman Ellis for his time, devotion and leadership to the Board and the Board for their support in moving forward.

Mr. Phillips thanked DCJS and CJSB for their partnership with the PSSAB and making it possible.

This ended the Board's comment and the committee moved to Old Business.

### **Old Business**

Chairman Paul Ellis

Chairman Ellis, Frank Phillips and Mary Kay Wakefield met with Director Wheeler, Deputy Director Molloy, Leon Baker, Lisa McGee and Neadie Moore to discuss the needs of the Board and the industry and the ongoing working relationship with the Department. Chairman Ellis advised the Board, that everything was on the table for discussion and it was a very open and honest dialogue.

During this meeting, the officers of the Board advised the Department that starting the work groups is a great step forward to provide industry in-put on what they need and would like to see ROCS do. Some of the concerns that were brought forward were:

- Compliance Agents' regaining access to information
- Customer Service
- Enforcement

Chairman Ellis, reported that DCJS is responding to the concerns and this was one of the reasons for the group meeting. The DCJS, industry and PSSAB relationship has not always been positive. However, with the Director and the leadership of DCJS there have been positive changes made. There has been movement on ROCS and visible changes to the system. Chairman Ellis also commented on the statistical information that the Department was providing. He believes this is a good start of collaborative efforts and communication.

PSSAB members met with the CJSB on June 7, 2012. Chairman Ellis presented industry concerns and short and long term solutions that the committees have come up with. There were good responses received from CJSB members and conversations in regard to establishing a way to move the cases in new ways and create solutions for the concerns. Positive feedback was received from the industry, PISA, PIAVA, Bail Bondsman, and Electronic Security Association to present to the CJSB.

### Frank Phillip

Mr. Phillip stated that meeting with Director Wheeler, Chief Deputy Molloy, Mr. Baker, Ms. McGee, Ms. Moore and other DCJS key staff opened the door and getting on the CJSB agenda was crucial, very beneficial and an opportunity for the PSSAB to present their work, their needs and potential solutions.

Mr. Phillip stated that he left the meeting confident of the renewed partnership between CJSB, DCJS and PSSAB. He said that the CJSB realized the extent of the concerns of the industry and invited the PSSAB to come back to another CJSB meeting to present some solid recommendations for solving these concerns. The invitation alone shows CJSB's desire to help. The PSSAB must now define, categorize, prioritize the solutions and present them in part. Mr. Phillip stated that the PSSAB and the work of the PSSAB were well represented by Chairman Ellis. He said that it is Director Wheeler's intent to get more exposure for the PSSAB.

### Housekeeping

The Board discussed The Harold L. McCann Memorial Award and agreed that it should be

continued but to enhance the way it is communicated. The Board agreed to look at modifying it from life time achievement to a significant achievement and to create guidelines for the award. The Board asserted that the award should be continued because of what it represented.

### **Harold L. McCann Memorial Award**

#### Martha Clancy

Ms. Clancy provided the following comments: The Harold L. McCann Memorial Award is a major contribution to the industry as a whole and should be continued. Ms. Clancy stated that Mr. McCann's name is not on DCJS' website as a former PSSAB Chairperson. She said that Mr. McCann was the first chairman to serve on the PSSAB from 1976 – 1990 and he led the struggle to regulate the private industry. Mr. McCann was one of the leaders who moved the regulations from the Department of Commerce to the Department of Criminal Justice Services. She said that these are the reasons this award is in his name.

#### Mary Kay Wakefield

Ms. Wakefield stated that the nominations for the Harold L. McCann Memorial Award have been of individuals who are instrumental in making changes in the industry, such as during 09/11 people who took extraordinary actions were nominated. The award is not limited to business owners or executives.

#### Kevin Hodges

Mr. Hodges read the guidelines as posted on the DCJS website:

Mr. Hodges stated that over the past years the nomination package would be sent out and 1 or 2 nominations would be received back making it very difficult to vote with 1 person. Mr. Hodges stated that for some years there were not any nominations put forth. Mr. Hodges agreed that the award should be continued in Mr. McCann's name. He said it should be someone who has demonstrated advancement in the industry as a whole. He further recommended that there should be a picture of the pioneer Mr. McCann posted on the DCJS website to honor him.

#### Lynn Herring

Mr. Herring stated that he originally wrote the standards for the award. He commented that in the past DCJS posted and distributed the specific standards and criteria defining the qualifications for nomination. Mr. Herring advised the Board that he developed an assessment center to measure the quality of each standard, each standard was assigned a certain amount of points by the committee and the individual receiving the most points from the committee would be selected as the nominee.

#### Leon Baker

Mr. Baker stated that if you look at the history of the Private Security industry in Virginia and look at the initial PSSAB and the initial advisory group that worked with the state to develop private security regulations you would see that Mr. McCann was very active in these developments and served as a PSSAB Chairman. Leon provided additional history that Mr. McCann was from Roanoke, Virginia and worked in and represented the private security industry until he passed away. Mr. Baker said that both DCJS and Department of Commerce utilized Mr. McCann's input on how the industry should be regulated, that in his opinion Mr. McCann was a very good person to model the award after.

### Nicole Bocra

Ms. Bocra stated that it is posted on the DCJS website that the most recent recipient was Glenn Oliver in 2007. Ms. Bocra read the DCJS' website posting on the McCann award, there are four areas in which qualifications for the award can be demonstrated:

1. Purge of conviction
2. Innovation
3. Personal Integrity
4. Demonstrated leadership abilities in private security services profession in Virginia

The award is given in recognition of Mr. Harold L. McCann for his dedication, personal integrity, demonstrated leadership and more than forty years of service in the private security industry.

### Chairman Paul Ellis

Chairman Ellis stated that Lynn Oliver was not the last recipient of the Harold L. McCann Memorial award. He said that the DCJS website should be updated to show all award recipients. He said that there are individuals that qualify for the award. The award will remain in place and match what Mr. McCann stood for.

### Regulatory Affairs Bulletin

The PSSAB members were pleased that the quarterly bulletin is being revitalized. The Board believed that it is a wonderful communication tool, educational, professionally laid out, greatly appreciated and very beneficial to all. The bulletin was a great start with room for modification to include:

- Who's doing what, how and where
- Concrete evidence of what DCJS is doing
- Glossary
- Upcoming meeting dates
- ROCS known issues and status, links and website instructions
- Total number of open and pending investigations
- Add the oldest cases that have not yet been adjudicated (if possible)
- Announcement of the Harold L. McCann award
- Show statistics by programs/categories (in next quarterly publication)

The bulletin will be posted in two areas on the DCJS website under "What's New" and "Regulatory Affairs". There will be a link to archived bulletins on the DCJS website.

### Customer Service

The 3 DCJS Customer Service Representatives are tracking incoming calls by category types. Currently only 63% of the calls are being answered; based on the high volume. It has been identified that the majority of the calls deal with:

- How to get a registration
- Training requirements
- Status of applications



DCJS can provide better service to the industry if the Compliance Agents would be that first resource for their employees. Once the Compliance Agent has utilized all online resources to resolve issues for their employees, they should contact DCJS. Example: If a compliance agent has 10 employees with issues that can't be handled through the online resources, then the compliance agent can utilize a dedicated email address that is maintained daily. One email listing names, 99 numbers or SSN and could be handled more efficiently versus 10 phone calls to customer service for handling on the spot. DCJS is asking for the Compliance Agents and Instructors within the training schools to be that first resource to their employees and/or students.

The DCJS enforcement telephone number has not changed and is an operating line. This number is checked on a daily basis and is geared towards reporting electronic summer sales and was initially requested as a resource for the elderly who do not wish to utilize the forms, more of a hotline. However, written complaints are still required. The number was initially requested from electronic security for the end user because the DCJS automated attendant was focused towards registrants.

#### Procedures Manual

Chairman Ellis stated that all the Board members received a new copy of the procedures manual. He asked the Board members to review the manual and provide him with any comments and/or suggestions for changes to the manual. It was determined that there were some items that did not match the CJSB bylaws. Chairman Ellis advised that Board members would vote on any amendments at the next PSSAB meeting.

#### Crime Clinic

Robbie Robertson is the contact person for the crime clinic conference. Additional sponsors are still welcome.

#### ROCS

The end user group training has not been scheduled at this time. DCJS will notice the Board members and industry of the date. However, any user interested in attending an end user group training should feel free to email DCJS. DCJS staff will also conduct ROCS demos throughout Virginia.

### **New Business**

#### Election of Officers

Chairman Ellis called for a motion to elect new officers:

Frank Phillips motioned to nominate and re-elect Paul Ellis for another term as Chairman to the PSSAB. Dan Schmitt seconded it and the motion carried. All in favor responded with aye. There were no opposes.

Kevin Hodges motioned to re-elect Frank Phillips for another term as the PSSAB Vice Chairman. Mary Kay Wakefield seconded it and the motion carried. All in favor responded with an aye. There were no opposes.

Chairman Ellis re-appointed Mary Kay Wakefield as Secretary to the PSSAB for another term.

The reappointed/re-elected PSSAB Officers (July 1, 2012 – June 30, 2013 term):

- Paul Ellis, Chairman
- Frank Phillips, Vice Chairman
- Mary Kay Wakefield, Secretary

### **Public Comments/PSSAB Information:**

#### John Kochensparger, Certified Training Academy

Mr. Kochensparger provided additional comment regarding the electronic security summer sales practices by reminding the Board that there was a recommendation in the proposed regulations that compliance agents provide their employees with a form to be carried while on duty until a registration card was issued. Mr. Kochensparger also provided comment in regard to the difficulties the industry faced in finding relevant training, he provided an example in which individuals interested in locksmith training believe it is too electrical and those interested in electronic security training believe it is too mechanical. He believes more effort should be put into the training programs.

#### Leon Baker

Mr. Baker stated that DCJS' goal in regard to establishing compulsory minimum training requirements is to protect the public from incompetent people working in the industry. He said that DCJS is taking a thorough look at the regulatory process and the Department's oversight of training. He further commented that DCJS' control of training is not to profit the business but for protecting the public. DCJS is willing to support placing the responsibility of training on the businesses as long as it is the best training possible to enable people to successfully and proficiently perform their jobs; it is verifiable and the public is being protected.

Mr. Baker stated that the compulsory minimum training standards are basic and that the businesses are responsible for training their employees for job specificity. However, a process must be put in place for DCJS to recognize the employer's training.

Mr. Baker stated the difficulty being faced is that an individual receives the basic training as a locksmith, obtains a DCJS registration, and since the Commonwealth of Virginia registered him as a locksmith then he is competent to do so. He said that the minimal training should equip an individual to perform the minimal requirements of the job and the businesses should further develop their employees.

#### Paul Ellis

Chairman Ellis stated that issues regarding training are what led the PSSAB to create a committee to evaluate the current training and establish training standards.

#### Bob Wooster

Mr. Wooster stated that everything appears to be working great.

#### Paul Ellis

Chairman Ellis stated that all committees should be able to present concrete solutions and action plans by the September meeting. He said that he would like to work with DCJS to have Mr.

Bushnell, from the Criminal Justice Service Board, and law enforcement representatives in the September meeting. He declared that each committee has a mission to address the short term problems, such as summer slammers, and opening their regulations and reviewing or recommending how to address these issues through regulations.

Martha Clancy

Ms. Clancy commented that it is very important to communicate with the general public and educate them about unlicensed activities in the electronic security industry. Specifically, the sale of electronic security systems during the summer.

Aaron Welling, Allegiance Security and Integration

Mr. Welling commented that Allegiance Security and Integration is not an alarm company but he knows individuals that do the summer sales. He added that there are a percentage of honest people with integrity in the electronic sales industry that when making an error it is done by mistake. Mr. Welling believed that all summer sales individuals are not dishonest and unethical people. They were willing to knock on doors and get business and should not be faulted for this. However, he believed there should be consequences for the individuals who blatantly work outside of the guidelines and regulations set forth. His perspective is not so much the summer sales but the DCJS training requirements being of no relevance and for record only. Mr. Welling would like to see realistic training that adds value to the registration cards and he believes that compliance agents should comply to make sure that the company is in compliance on the training requirements and verify recertification.

**Electronic Security**

Seth Oginz

Mr. Oginz commented that the industry has a lot of experience dealing with unlicensed sales of electronic security systems. The Commonwealth of Virginia covers a wide range of geography and when there are issues with what is known as “Server Model Electronic Security Companies” using unlicensed college students to go out into the Virginia communities during the summer, to knock on doors soliciting the sale of electronic security systems in an unethical and predatory manner.

Mr. Oginz stated that one of the challenges in educating the public is getting people to buy in to the importance of eliminating unlicensed activities in the electronic security system industry. He reported that he reached out to local media outlets and could not get anyone to respond. Mr. Oginz believed that it will probably take a government agency in conjunction with working with people within the communities to raise the importance of illegal sales and installation of electronic security systems and get their attention to this matter.

Mr. Oginz’ comment in regard to training was that electronic security training didn’t match up. One of the things that should be looked at is how to develop standards and requirements of the training objectives.

Mary Kay Wakefield

Ms. Wakefield commented that it is very important to get the name(s) of individuals and the employer when they knock on your door. This will assist DCJS in responding to the complaints of unlicensed summer sales. She said that there is also a concern of licensed individuals

committing a crime by falsifying statements. Ms. Wakefield stated that it has been difficult reaching the police officers. She and others in the industry have been working with the neighborhood watch programs and community policing officers. She advised that Chief James Cervera has circulated notices in the Virginia Beach area and DCJS is also working this area however a lot more needs to be done.

Ms. Wakefield reported that (FARA) the False Alarm Reduction Association of law enforcement recent publication of their quarterly news letter noted that there were 22 items commenting on illegal “door knockers”.

Ms. Wakefield stated that emails have been sent to members of the Electronic Security Association and what is being heard loud and clearly is that regulations are not addressing the needs or concerns of public safety issues. She agreed that the regulations should be looked at and consideration given to simplify, clarify and make them reader friendly. The regulations, training and audits should be relevant by possibly using the regulations with nationally recognized standards such as IQ, UL and CPL1. She explained that by being an IQ installation company or a UL listed Central Station you have surpassed DCJS standards and requirements.

#### Leon Baker

DCJS is looking at revamping the sanction guidelines for violations of the regulations.

#### **Locksmith**

#### Paul Ellis

Chairman Ellis Stated that in the Chantilly/Manassas area a vast majority of the web pages and telephone book advertisements for locksmith are unlicensed businesses or entities conducting unlicensed and unethical business in Virginia. The addresses are bogus, the locksmith that comes to your home may have a valid credential but the business is not licensed. He said that DCJS has met with several jurisdictions, prosecutors’ offices and local businesses trying to weed out the scammers that are not only unlicensed but are using the bait and switch tactic to lure customers by quoting a low price of \$19.00 and then charge \$300.00 dollars fraudulently alleging that the key is unusual. The current minimal basic locksmith training does not meet any type of standardization or show proficiency in the program.

Chairman Ellis stated that he would like Gary Ford and Danny Washburn to create a work group to address the scammer issue and provide feedback on how to begin developing it. He said that there have been many meetings on how to communicate to the public, how to find a legitimate locksmith, how to report the illegal activity and how DCJS goes after violators.

#### Mark Baldino

Mr. Baldino stated that unlicensed and unethical activity in the locksmith industry is a problem and there is a need for DCJS’ help. In the case of the locksmith scam, false addresses are being used to market their business. He said that in northern Virginia alone there are 3,500 listings for locksmiths. However, in the state of Virginia there are only 430 licensed locksmith businesses. He advised that you can read the ads, obtain the address and dial a listed telephone number and get someone which makes it one of the most enforceable regulations written. If you have a DCJS license you must abide by the Virginia Code and Regulation including not using a fake address as it is against the Consumer Protection Code. The \$2,500 fine should be mandatory for

falsifying addresses. DCJS should also considering running stings.

### **Personal Protection Specialist (PPS)**

#### Paul Ellis

Chairman Ellis stated that the short-term issue is for personal protection specialist is reciprocity and the long-term includes 1099 and contract employee's liability and regulating out-of-state PPS agents conducting unlicensed business in Virginia.

#### Frank Phillips

Mr. Phillips reported that the biggest issue for PPS is also unlicensed activity. The PPS industry is looking at reciprocity with other states. It is the responsibility of independent contractors to make sure they are compliant. The consensus of the PPS subcommittee is that they are not in favor of 1099 employment as the way to go. The subcommittee is more in favor of individuals working in compliance with the Private Security Regulations as set forth and maintaining public safety. A means must be established to allow visiting details to work in Virginia under certain regulations and constraints while maintaining public safety. The training standards for PPS are minimal as well.

#### Karl Van Zandt

Mr. Van Zandt stated that Florida recognized Private Investigators as having reciprocity but not (PPS) Personal Protection Specialists. There were no states that met training specific to PPS.

#### Edwin Cherry

Mr. Cherry stated that Florida recognizes Private Investigators for Private Investigators functions but not (PPS) Personal Protection Specialist functions. He said he did not see an agreement with PPS. He said that the visiting detail should partnership with compliance agents to oversee the activity.

### **Private Investigator**

#### Nicole Bocra

Ms. Bocra stated that the 1099 subcontractor and reciprocity are important issues for private investigation. She said that you can add someone as a certificate of insurance. The reciprocity concern should be based on the length of assignment and solicitation. Private Investigators are concerned about the word "armed" on the front of the registration cards and out of sync expiration dates.

### **Bail Bondsman**

#### Stokes McCune

Mr. McCune stated that the bail bondsman industry is experiencing similar types of issues as the other industries in regard to communication and strict and swift enforcement of the regulations. He commented that the industry comes under fire by different organizations every year in the general assembly. Some of the actions taken have caused great concerns within the bail bondsman industry. Mr. McCune reported that Bail bondsmen met with DCJS to put together an initial working group. He advised that bail bondsmen would like to include judges, magistrates, sheriffs, police departments and defense attorneys in future work group meetings.

#### James Inglefield

Mr. Inglefield commended the Board and investigators for addressing the concerns of unlicensed and unethical activities in the regulated industries and that it has made a positive impact. Mr. Inglefield further stated that there should be a regulation for courthouses and courtrooms; specifically, juvenile and domestic relations where bail bondsmen are hanging around.

#### Leon Baker

Mr. Baker replied that it has been determined that judges run their courthouses and sheriffs control their jails. DCJS would like to include the judges and sheriffs in the meetings to ensure their ability to work with DCJS and the industry on handling the affected regulated group. As private citizens, bail bondsmen have the right to sit in courtrooms as long as they are not violating regulations.

#### **Armored Car**

#### Kevin Hodges

Mr. Hodges commented that in the armor car business, training requirements are specific to each armor car company. There are 11 licensed schools with armor car training. He said that placing training responsibilities on the businesses is done a lot in the armor car business and is proprietary as the security procedures and processes differ based on vehicle type. Training and instructor certifications for school are a continued topic of interest. The word “armed” on the registration cards is not a concern in the armor car industry.

#### **SCOP**

#### Paul Ellis

Chairman Ellis stated that Thomas Turner, SCOP Representative was unable to attend the meeting. He is also tasked with putting together a work group to look at SCOP issues and the regulations for SCOP.

#### **Announcements:**

- (PISA) Professional Investigators and Security Association Symposium  
March 13, 2013 in Winchester, VA
- The next PSSAB meeting will be held in conjunction with the Crime Clinic Conference.  
The date will be announced.

#### **Adjournment**

Chairman Ellis called for a motion to adjourn the meeting. A motion to adjourn was made by Danny Washburn. Dan Schmitt seconded and the meeting was adjourned.

#### **Meeting Attendees:**

#### DCJS Staff

Drew Molloy, Chief Deputy Director  
Leon Baker, Division Director

Lisa McGee, Regulatory Manager  
Brenda Cardoza, Administrative Support Specialist  
Jeff Scott, Investigator

Industry

Adel Abdelshayed	Joseph Fasceski	Todd E. Routner
Gary Beard	Robert Hauler	Bill Scouten
Phillip Bechel	Lynn Herring	John Sexton
David Beverly	James O. Inglefield, II	Robert Sherretta
Randy Bigelow	L. C. Jacobs, Jr.	Charles Tobin
Joseph Bonacci	Dennis Johnson	Richard J. Tynan
Edwin Cherry	Emanuel Johnson, Jr.	Aaron Welling
Martha Clancy	Paula Kenner	Michael Wessel
Robert L. Clark	John Kochensparger	Tom Wicker
Angela L. Collins	Mac Kriesch	James Wiggins
Ken Cook	Richard Lyon	Doug Williams
Monica Cook	Harry Merchant	Robert W. Wooster
Brima Deen	Don Morran	Ruth L. Youngwirth
John DeWald	Tony J. Padilla	Larry Zillion
Lowell Duckett	Larry A. Peters	Margarita Zulka
		Karl Van Zandt